The National Runaway Safeline (NRS) is a 501(c)(3) organization committed to ensuring that America’s runaway, homeless and at-risk youth are safe and off the streets. NRS provides critical crisis intervention and resources for youth and families 24 hours a day, 365 days a year via a hotline, text, chat, emails, and an online forum. The organization is based in Chicago and serves youth in crisis and their families from across the U.S. and the U.S. Territories.

Overview:
NRS seeks to hire a temporary Resource Specialist to work 40 hours per week August 10, 2020 - September 18, 2020 to contribute to the efforts that ensure America’s runaway, homeless and at-risk youth are safe and off the streets. The Resource Specialist will conduct research to identify critical youth and family social services, update and verify existing resource records within NRS’ national database, and work with service providers to record current service information. Compensation is $15/hr.

Responsibilities:
• Oversee the transfer of information from social service providers to ensure their resource information is accurate and accessible within NRS’ national database.
• Research and obtain information about social service providers to verify validity of their information.
• Accurately enter information into the database for the purpose of assisting youth and families in crisis.
• Conduct follow up calls with social service resources to verify service information and to update Memorandum of Understanding Agreements.
• Provide documented notes outlining efforts to update resource records in the NRS database.
• Provide regular progress summary reports to the Chief Program Officer.

Other Requirements:
• Excellent written and verbal communications skills including comfort level with communication via phone and email.
• Creative problem-solving skills with a positive, results-oriented mindset.
• Ability to work in a fast-paced environment and meet deadlines with little outside direction.
• Proficient in Microsoft Office Suite (Word, Excel, Outlook, Publisher, PowerPoint).
• Familiarity with CRM or database systems (i.e. iCarol, Salesforce, etc.) preferred but not required.

NRS is an equal opportunity employer and will not discriminate against any employee or applicant based on race, color, creed, religion, gender, sexual orientation, national origin, age, or disability.

Please submit a cover letter and resume to HumanResources@1800runaway.org. No phone calls, please.